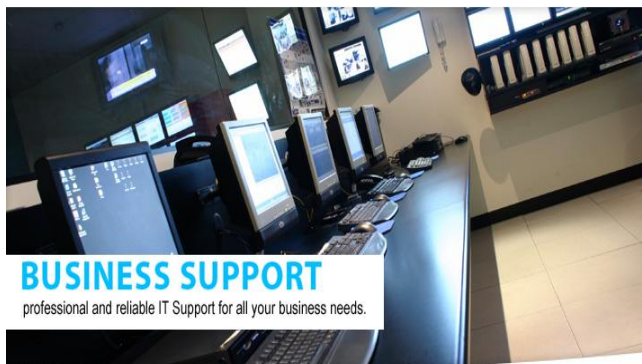# TotalCare360™ Managed IT Service Plans

TotalCare 360 plan is designed to offer your company complete management, maintenance, and support for your entire network & IT infrastructure at a flat monthly fee. Your computers will be proactively managed to ensure they are running at peak performance, and any IT costs such as access to the Help Desk and preventative maintenance are included.

A Comprehensive Approach to IT Management.

BUSINESS SUPPORT
professional and reliable IT Support for all your business needs.

Rapidsoft's unique TotalCare 360® managed services plans offer the best solution for organizations that need comprehensive IT support, that either don't have the time, skill-set or simply just don't want the burden of managing an IT person, department, or in some situations – an entire IT division.

By signing up for a TotalCare 360® plan we make it easier than ever for you to understand, budget, and manage your monthly IT requirements. Aside from many features, each plan includes expert level advisory services, training, consulting, break-fix and everything that a large company's IT department would offer.

Working with us is like having your own virtual IT department.

Avoid Downtime of Your Critical Systems and Servers

If your company is dependent on its IT infrastructure round the clock you do not want to take the risk of downtime. Our IT Support service has been specifically designed to proactively manage the IT infrastructure of a business 24X7.

With remote monitoring and configurable add-on services it covers all the essential infrastructure of a modern IT network including PCs, servers and routers.

Risk Minimization with Pro-active Support

Any business that depends on its IT infrastructure for essential business processes needs to consider how it would cope if there was a fault somewhere in the network. How would you identify and fix it to minimize downtime? Have you got the right skills and experience to carry out the job?

Our service can take care of all this for you. With a dedicated account manager the integral 24X7 remote monitoring enables us to identify and fix many problems before they inconvenience your business. With unlimited support and additional management and audit options it can be designed around your precise support needs saving you time and money.

How much does it cost?

The cost of the package will be dependent on the level of support you require and the numbers of PCs, servers and routers in your infrastructure. Prices start from:

Standard Plan - $140 per Month,
Premium - $194 per Month ,
Pro - $249 per Month

Features	Standard Package	Gold Package	Platinum Package
Unlimited Service Desk Support 9/6 ⓘ	✓	✓	✓
Unlimited Service Desk Support 24/7 ⓘ	✗	✗	✓
Online Client Portal Helpdesk (Dashboard) ⓘ	✓	✓	✓
24X7 Remote Monitoring of Servers ⓘ	✓	✓	✓
Anti-Virus and Anti-Spam Management ⓘ	✓	✓	✓
System Back UP Administration ⓘ	✗	✓	✓
Patch & Upgrade Support ⓘ	✓	✓	✓
IT Asset Management ⓘ	✗	✗	✓
Email End User Support ⓘ	✓	✓	✓
Email Security Management ⓘ	✗	✓	✓
Unlimited Remote Management of PCs ⓘ	✗	✓	✓
Network firewall management ⓘ	✗	✓	✓
Microsoft Exchange Server Management ⓘ	✗	✗	✓
3rd Party Software Support* ⓘ	✗	✗	✓
ISP Management ⓘ	✗	✗	✓
Security Management ⓘ	✗	✓	✓
On-Site Hardware and Software Support* ⓘ	✓	✓	✓
Monthly Service Reports ⓘ	✗	✓	✓
Scheduled On-Site Visits* ⓘ	✗	✗	✓
Disaster Recovery Planning ⓘ	✗	✓	✓
Monthly Service Reports ⓘ	✗	✓	✓
Scheduled On-Site Visits* ⓘ	✗	✗	✓
Disaster Recovery Planning ⓘ	✗	✓	✓
Site Survey and IT Advisory ⓘ	✗	✗	✓
Mobile Device Support* ⓘ	✗	✓	✓
Off-site Data Backup Solution* ⓘ	✓	✓	✓
	from $140 PM **Click Here to Start Now**	from $194 PM **Click Here to Start Now**	from $249 PM **Click Here to Start Now**

Notes:
1. (*) means that service is available at extr a cost.
2. Service Level Agreements (SLAs) are less than 2 Hours response time for Emergency issues and 1 Business day for non-crtical issues.
3. All costs are labor only. All hardware and software cost are borne by the customer.

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IT Outsourcing Done Right!

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